System, Method and Software for a
Speech-Enabled Call Routing Application
Using an Action-Object Matrix
Inventors: Robert R. Bushey, et al.
Attorney Docket No. 064198.0177
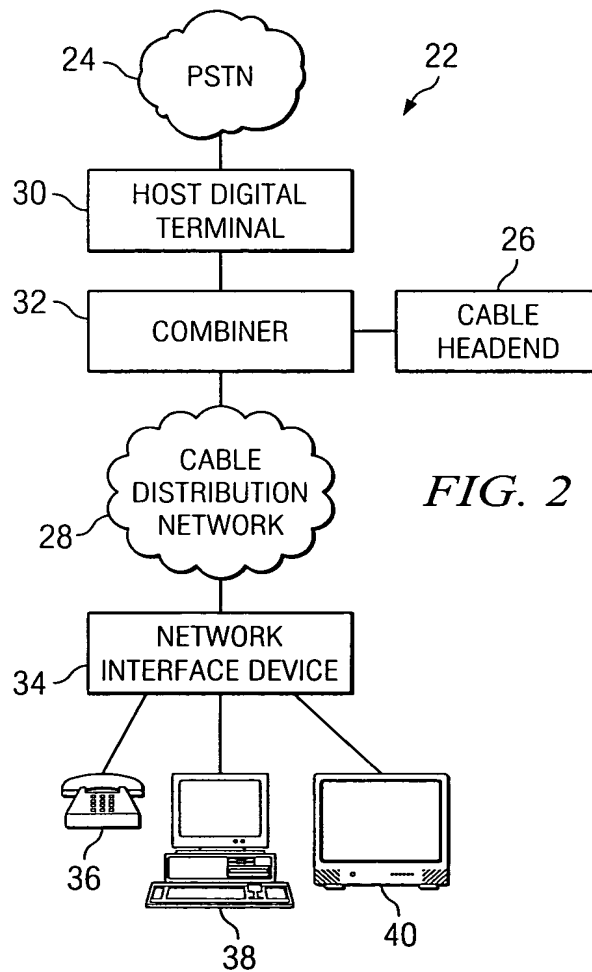Page 1 of 5

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FIG. 1

FIG. 2

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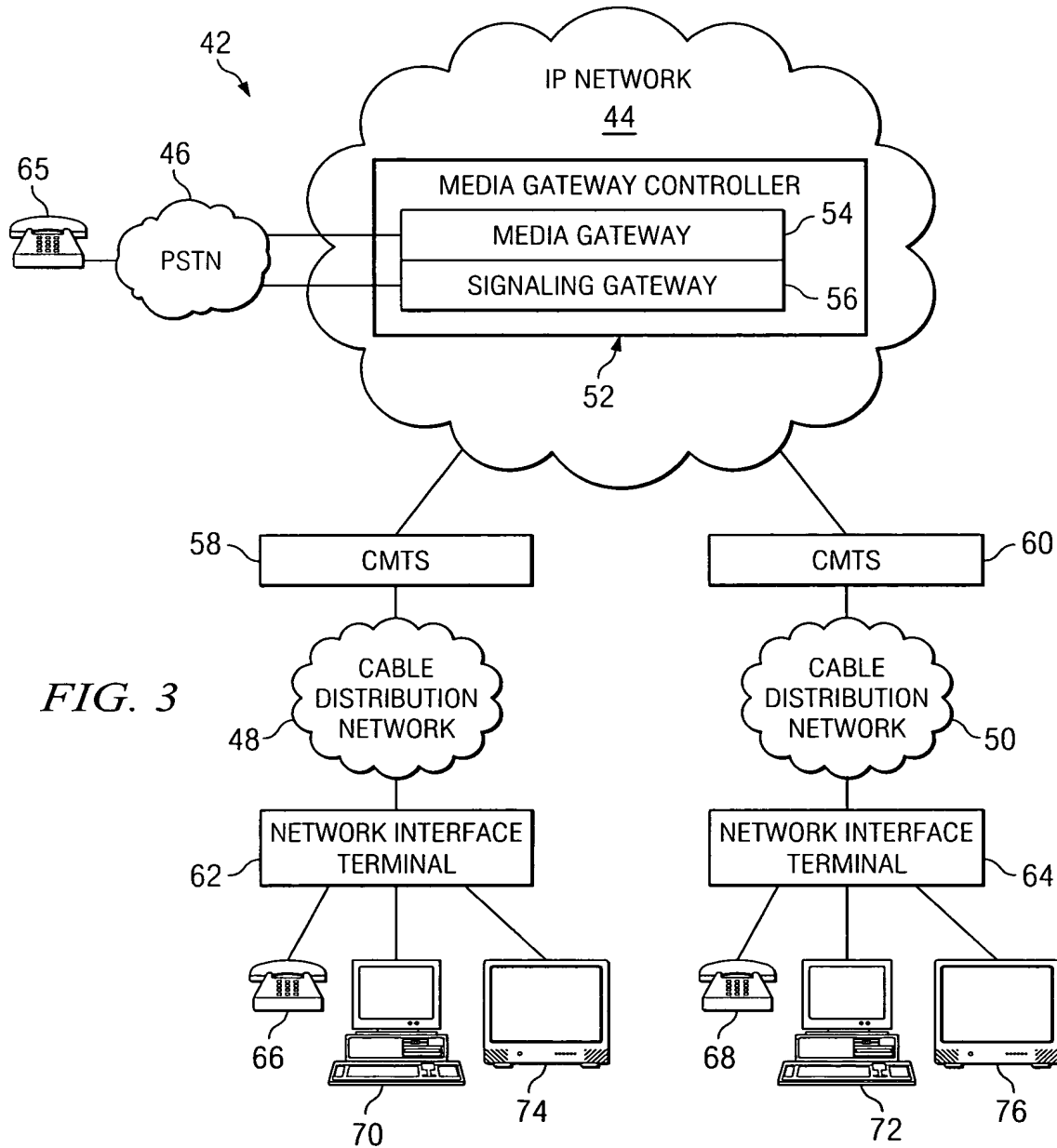Page 2 of 5

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FIG. 3

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FIG. 4

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152 — INITIALIZE

154 — INCOMING CONTACT? — NO

150

YES

156 — ESTABLISH CONNECTION

158 — COMMUNICATE PROMPT

160 — RESPONSE? — NO

YES

162 — RECEIVE UTTERANCE

164 — EVALUATE UTTERANCE

CONTENTS?

166

172 — ACTION-OBJECT | ACTION | OBJECT | OTHER

168 | 176 | 170 | 178 | 174 | 180

182 — IDENTIFY ROUTING DESTINATION | PROMPT FOR OBJECT | PROMPT FOR ACTION | INITIATE DISAMBIGUATION DIALOG

184 — ROUTE CONNECTION

FIG. 5

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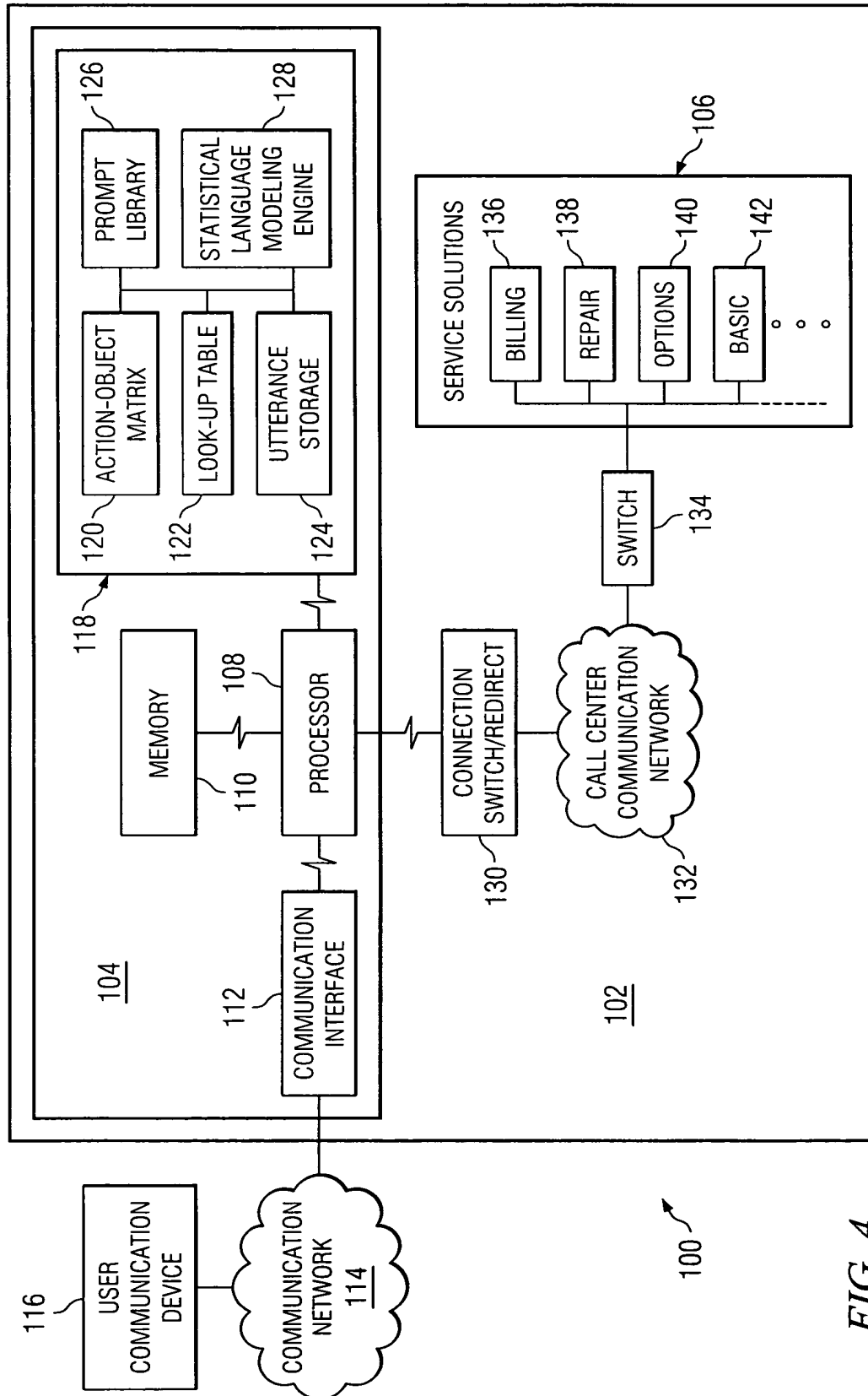Attorney Docket No. 064198.0177
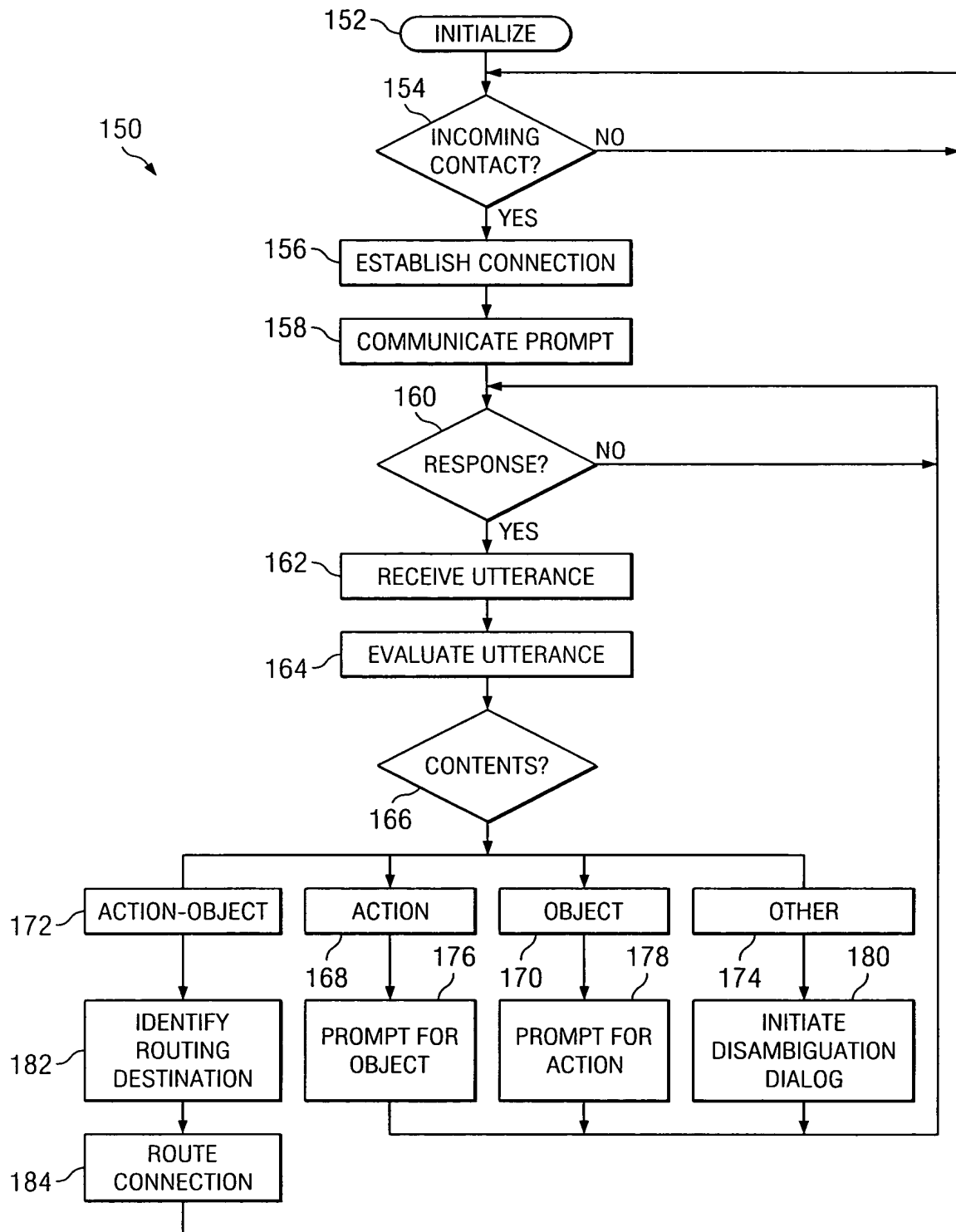Page 5 of 5

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FIG. 6

200

202 ACTIONS

204

OBJECTS	ACQUIRE	CANCEL	CHANGE	INQUIRE	INFORM	HOW TO USE	SCHEDULE	FIX REPAIR	WHERE	RECONNECT	MOVE	PAY
OPTIONAL SERVICES: CALLNOTES CALLFORWARDING CALLERID PACKAGES DSL LONGDISTANCE ETC.	• *214*	•	•	•		• *212*		•				
BASIC SERVICE	•	•	•	•		•		•		•	•	
CPE	•	•		•		•		•				
ACCOUNT			•	•								
BILL			• *206*	•	•			•	• *208*			
ACQUISITION			•	•	•		•					
CANCELATION			•	•	•		•					
FIX-REPAIR			•	•	•		•					
MOVE			•	•	•		•					
PAYMENT			•	•		•	•		• *210*			•
OTHER PROVIDERS				•								
COUPONS SPECIALS				•								
NAME/ NUMBER				•								
STORE LOCATIONS												